DOCKET NO.: MSFT-1969 (303316.1)

Application No.: 09/645,014

Office Action Dated: January 29, 2004

PATENT REPLY FILED UNDER EXPEDITED PROCEDURE PURSUANT TO 37 CFR § 1.116



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Paul J. Lucas; Chris J. Hillery;

Wesley N. T. Pope

Commissioner for Patents

Alexandria, VA 22313-1450

Application No.: 09/645,014

Filing Date: August 23, 2000

Confirmation No.: 1899

Group Art Unit: 2124

Examiner: John Q. Chavis

For: Remote Software Installation And Maintenance

EXPRESS MAIL LABEL NO.: EL 969189186 US

DATE OF DEPOSIT: May 20, 2004

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Technology Center 2100

Sir:

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REPLY PURSUANT TO 37 CFR § 1.116

In response to the Official Action dated January 29, 2004, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

Amendments to the Specification begin on page

of this paper.

Amendments to the Claims are reflected in the listing of the claims which begins on page 2 of this paper.

Amendments to the Drawings begin on page 10 of this paper and include an attached replacement sheet.

Remarks/Arguments begin on page 11 of this paper.

Do Not Enter 7-27-04 P